



State of California

21st Century Project



***Welcome to the 21st Century Project
Stakeholders Update***

July 2004



Introduction

Purpose of Today's Meeting



21st Century Project Stakeholder Meeting

Agenda

- ***Project Overview***
- ***Project Status Update***
- ***Procurement Milestones***
- ***Software Vendor Schedule***
- ***Business Case Benefits Study Update***
- ***Focus Group Study***
- ***Technical Survey***
- ***Spotlight - Employee Self-Service***
- ***Communication and Participation***
- ***Future Activities***
- ***Questions***



What is the 21st Century Project?

The 21st Century Project is a collaborative effort to improve the State's and California State University's human resource/payroll business processes.



Stakeholders

SPB

- . Appeals Ruling
- . Merit System

DPA

- . Classification Plan
- . Terms of employment
- . Negotiations
- . Dental

CSU

- . Maintains it's own Human Resource System
- . Utilizes the State's payroll function

DEPARTMENTS

- . Time Worked
- . Employee Management and Actions
- . Budget/Position

FEDERAL & STATE

- . Tax Withholdings, W2
- . Laws & Rules

CalPERS/STRS

- . Health Benefits
- . Retirement

STATE CONTROLLER

- . Official Employment Roster
- . Payroll
- . Taxes
- . Deduction Reporting/Remitting

BARGAINING UNITS

- . Wage Negotiations
- . Benefits

EDD

- . NDI Approvals
- . State Income Tax

LEGISLATURE

- . Laws & Regulations

SCIF

- . Worker's Comp

FINANCE

- . Position Policies
- . Budget
- . Calendars

EMPLOYEES

- . Deduction Information
- . Personal Information

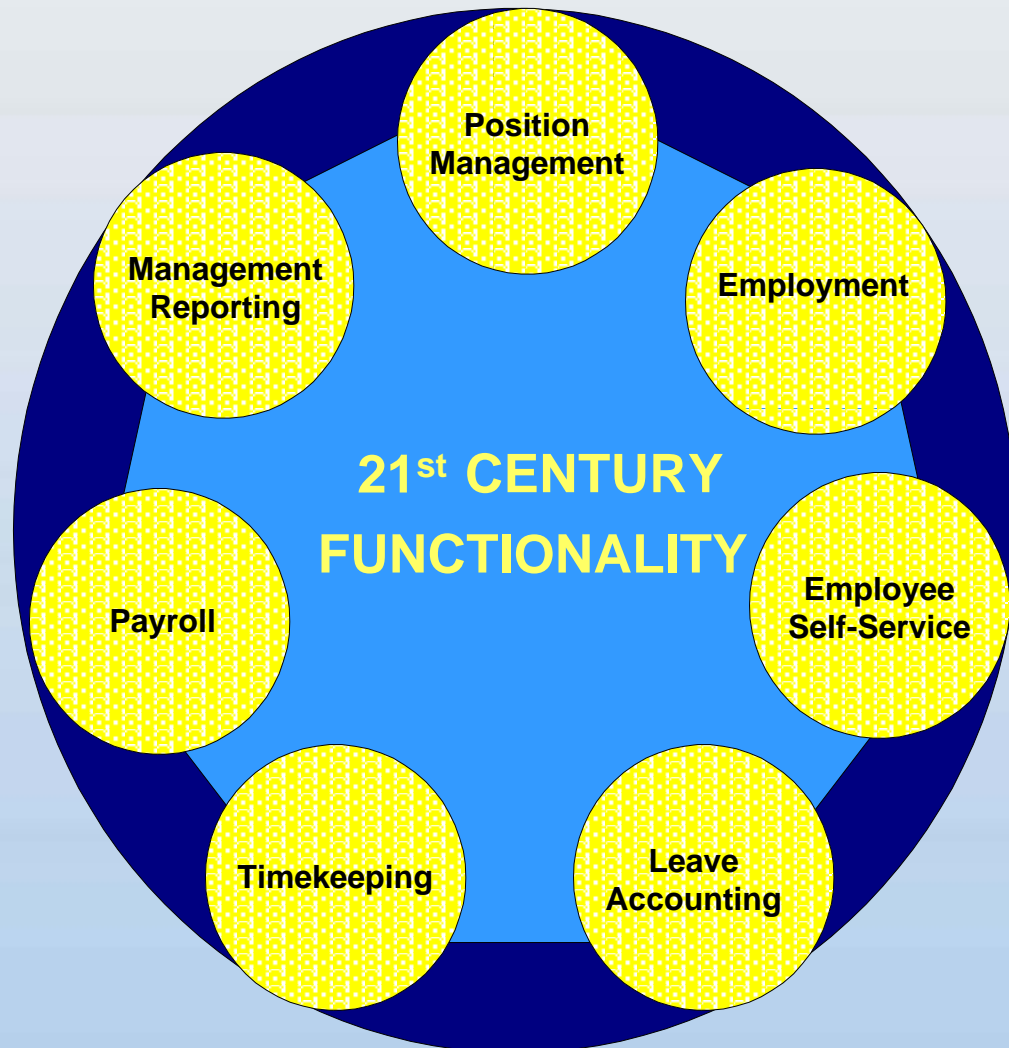


Business Driven Solutions

- User-friendly interface***
- Point and click drop down menus***
- Information accessible to HR/Payroll staff and management***
- Provide employee 24/7 self-service access from home or office***
- Maintain a secure business environment***
- Sustain acceptable performance levels***
- Adaptable to future growth and industry changes***
- Single entry point***
- Fully integrated***
- Centralized database***



Business Functionality





Oversight

- **State Executive Steering Committee** represents the project at the highest levels within the state and includes:
 - CSU Chancellor
 - State Controller
 - State Chief Information Officer
 - Director of Personnel Administration
 - Director, Judicial Council
 - Director, Teale Data Center
- **State Controller's Office Steering Committee** provides project direction and leadership.
- **Independent Verification and Validation** provides independent oversight of the project management, project planning, risk management, etc.
- **Procurement Oversight Committee** to ensure that the procurement is run properly and the potential for protest is minimized.



Project Status

What Has Occurred To Date

✓ <i>Established project team</i>	<i>Completed</i>
✓ <i>Identified project objectives</i>	<i>Completed</i>
✓ <i>Defined organization structure</i>	<i>Completed</i>
✓ <i>Completed function chart of what is within project scope</i>	<i>Completed</i>
✓ <i>Completed high level project plans with deliverables</i>	<i>Completed</i>
✓ <i>Established Project Planning Office</i>	<i>Completed</i>
✓ <i>Formulated the project procurement strategy</i>	<i>Completed</i>
✓ <i>Funding approved by the administration</i>	<i>Completed</i>
✓ <i>Feasibility Study Report approval</i>	<i>Completed</i>
✓ <i>Select Project Oversight vendor</i>	<i>Completed</i>
✓ <i>Request for Proposal released to software vendors</i>	<i>Completed</i>
✓ <i>Release project Web site</i>	<i>Completed</i>
✓ <i>Draft proposals submitted</i>	<i>In-Progress</i>



Procurement Milestones

- ***Information Technology Procurement Plan approved*** ***May 13th, 2004***
- ***Feasibility Study Report approved*** ***May 13th, 2004***
- ***Released Software Request for Proposal (RFP)*** ***May 18th, 2004***
- ***Letter of Intent due from software bidders*** ***June 8th, 2004***
- ***Last day for software bidders to protest RFP*** ***July 6th, 2004***
- ***Software draft proposals due*** ***July 21st - 29th, 2004***
- ***Confidential draft discussions and presentations*** ***August 30th - September 22nd, 2004***
- ***Software final proposals due*** ***September 23rd - October 14th, 2004***
- ***Cost opening*** ***November 2nd, 2004***
- ***Select software vendor and issue letter of intent to award*** ***November 16th, 2004***
- ***Last day for software bidders to protest vendor selection*** ***November 23rd, 2004***
- ***Sign interim software contract*** ***November 24th, 2004***



Procurement Milestones

- | | |
|--|--|
| ➤ <i>Release System Integrator Request for Qualifying Information</i> | <i>November 29th, 2004</i> |
| ➤ <i>Release System Integrator RFP</i> | <i>December 10th, 2004</i> |
| ➤ <i>Letter of Intent due from System Integrator bidders</i> | <i>December 24th, 2004</i> |
| ➤ <i>Last day for System Integrators to protest RFP</i> | <i>To Be Determined</i> |
| ➤ <i>System Integrators draft proposals due</i> | <i>To Be Determined</i> |
| ➤ <i>System Integrator final proposals due</i> | <i>To Be Determined</i> |
| ➤ <i>Select System Integrator and issue letter of intent to award</i> | <i>To Be Determined</i> |
| ➤ <i>Last day for System Integrator to protest vendor selection</i> | <i>To Be Determined</i> |
| ➤ <i>Special Project Report to Department of Finance</i> | <i>To Be Determined</i> |
| ➤ <i>Sign Software Vendor and System Integrator contracts</i> | <i>July 2005 (target)</i> |
| ➤ <i>Start system design and development</i> | <i>August 2005 (target)</i> |



Software Vendor Schedule

- *RFP release on May 18, 2004*
- *4 Software vendors responded*
- *Teale Data Center confidential discussions in June (2 days)*
- *Pre-draft confidential discussions held in June 2004 (1 day per vendor)*
- *Draft proposals received and are being evaluated in July-August 2004 (5 days per proposal)*
- *Confidential draft discussions and presentation in August-September 2004 (4 days per proposal)*
- *Finals proposals due in September-October 2004*
- *Final proposal review in September-October 2004 (5 days per proposal)*
- *Letter of intent to award November 2004*
- *Sign interim contract in November 2004*



Business Case Benefits Study

Project Goals

- ***Document and cost a key group of core human resource processes.***
- ***Compare these processes to industry best practices.***
- ***Project cost savings and workload efficiencies anticipated under a Commercial Off-the-Shelf HRMS/Payroll software.***



Business Case Benefits Study

Participants - THANK YOU!

- ***Board of Equalization***
- ***Air Resources Board***
- ***Department of General Services***
- ***Department of Aging***
- ***Department of Mental Health***
- ***Department of Transportation***
- ***Developmental Services***
- ***Department of Motor Vehicles***
- ***Department of Corrections***
- ***Department of Food & Agriculture***



Business Case Benefits Study Status

- ◆ ***Completed Mapping Phase***
- ◆ ***Departments Validating Mapping Information***
- ◆ ***Costing Surveys July - August***
- ◆ ***Benchmarking & Costing during August/September.***
- ◆ ***Report Issued in November***



Focus Groups

Objectives

BUSINESS RE-ENGINEERING

identify labor intensive, inefficient, restrictive processes, and rules & regulations

SYSTEM DESIGN

utilize data collected during system design and development

CHANGE MANAGEMENT

implementation, conversion, training



Focus Group Meetings Methodology

- ***Develop Models & Surveys with Focus Groups***
- ***Validate Models & Surveys with Focus Groups***
- ***Distribute Models & Surveys***
- ***Tabulate Survey Results***
- ***Validate Survey Results with Focus Groups***
- ***Prepare Final Report***



Focus Group Meetings Schedule

- | | |
|--|--|
| • <i>Develop Models & Surveys</i> | <i>September - November 2004</i> |
| • <i>Validate Models & Surveys</i> | <i>September - November 2004</i> |
| • <i>Distribute Models & Surveys</i> | <i>November 2004</i> |
| • <i>Tabulate Survey Results</i> | <i>December 2004 - January 2005</i> |
| • <i>Focus Groups</i> | <i>February 2005 - March 2005</i> |
| • <i>Analysis</i> | <i>April 2005</i> |
| • <i>Final Report</i> | <i>May - June 2005</i> |



Focus Groups Study

Technical Survey

Identifies which computer systems within State Departments are interdependent with SCO's computer systems

Scope: *Departments with internal HR systems*

Who: *All Departments*

How: *Electronic Survey*

When: *August 2004*



Employee Self-Service

Employee Self-Service provides the ability for employees to view and maintain their own human resource and payroll information. This capacity can facilitate timely updates and allow personnel staff and management to focus on more complex activities.

By shifting the burden from centralized Human Resources and Payroll staff, a significant cost savings can be achieved.



Employee Self-Service Features

- ***Allows employee access 24 hours a day, 7 days a week***
 - Internet access at home or at work
 - Phone access via Interactive Voice Response System
- ***System access through the 21st Century Web Site***
 - On-line instructions
 - Links to appropriate reference materials (DPA, CalPERS, etc.)
 - News Updates that may impact employee self-service features
- ***Complete electronic on-line forms***
 - Paper forms not needed
 - Automated audits and edits applied during completion of forms
 - Required information identified and edited for completeness
 - Rule violations flagged for correction



Employee Self-Service Features (continued)

- ***Ability to add, delete or change personal information***
 - Residential/mailing address
 - Federal and state tax withholding
 - Direct deposit enrollment
- ***Submission of Time and Attendance***
 - Work hours
 - Overtime
 - Leave Accounting usage
- ***Maintain personal benefit information***
 - View current benefit information
 - Review current benefit eligibility
 - Make changes to self, dependents and beneficiaries



Employee Self-Service Features (continued)

- ***U.S. Savings Bond requests available to employees electronically***
 - Request new bonds
 - Make changes to existing bonds
 - Cancel existing bonds
 - View historical bond issuance data
- ***Streamline electronic workflow processing***
 - Electronic routing to supervisor for approval where appropriate
 - Forms routed directly to appropriate locations for processing (example: Personnel, State Controller's Office, CalPERS, etc.)
 - Immediate updates where review and external processing is not necessary



Employee Self-Service Features (continued)

- ***View, inquire and print current and historical Human Resource and Payroll information***
 - Employment history and current status information
 - Leave information including state service and benefits
 - Earnings statement and W2 forms
- ***Where authorized, allow managers/supervisors to view their employee's Human Resource information***
 - Probationary report due dates
 - Timekeeping information
 - Leave accounting



Communications

- **21st Century Web site is available from the State Controller's Office Web site at www.sco.ca.gov. The 21st Century Web site provides information on:**
 - *Project status*
 - *Timeline*
 - *On-line enrollment*
 - *Notes from previous stakeholder meetings*
- **Distribution list subscriptions**
 - *"What's New" email announcements*
 - *Project status updates*
 - *Meeting announcements*



Stakeholder Participation

How you can help

Participate in users' Focus Group studies and meetings planned for Summer 2004 - Summer 2005

Complete feedback on technical survey

Periodic review of 21st Century Website articles and "What's New" information

Support changes that will occur within your department with the implementation of the new system



Future Activities Key Challenges

- ***Clearly understand business needs***
- ***Improve and change business practices***
- ***Change management***
- ***Labor issues***
- ***Aggressive procurement schedule***



Future Activities What's Next

- ***Software vendor evaluation and selection***
- ***Plan, schedule and facilitate Focus Group study***
- ***Selection of Independent Validation and Verification Vendor***
- ***Release System Integrator Request for Proposal & select vendor***



Future Activities

What's Next (Continued)

- ***Obtain Special Project Report approval***
- ***Continue communications effort with stakeholders***
- ***Complete Business Case Study***
- ***Utilize best practices to avoid software customization***
- ***Recruit and retain good project staff members***
 - ***Business***
 - ***Technology***
 - ***Project Management***



Questions?

***Questions or comments after the
presentation can be email to:***

21stCentury@sco.ca.gov